

## Microlog Receives Kudos for Leading Edge Contact Center Solutions uniQ<sup>ue</sup> Agent™

Microlog's uniQ<sup>ue</sup> Agent™ have proven that Microlog has a giant on its hands. In addition to receiving accolades from potential customers, the technical press, uniQ<sup>ue</sup> Agent™ has earned a family of leading edge award-winning contact centers, to name a few, "Best of Show" award at CT Demo and Expo in New York City, sponsored by Miller Freeman Publications, Teleconnect Magazine, and Computer Telephony Magazine (CTM).

"uniQ<sup>ue</sup> Agent™ is a CT Connect™ solution," said John Mears, Director of Market Development, "winning this prestigious award confirms the excitement and enthusiasm we've received from customers who have seen a uniQ<sup>ue</sup> Agent™ in action. The response has been overwhelming, and we've been able to demonstrate the power of uniQ<sup>ue</sup> Agent™ in a variety of ways."

Microlog's uniQ<sup>ue</sup> Agent™ is a leading edge contact center solution that provides a unified queueing system for multiple media channels. It is designed to be used in conjunction with Microlog's interactive communications platform, Intel™, or other existing Interactive Voice Response (IVR) systems, allows intelligent routing and can facilitate a conference or consultation with another agent, when necessary.

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center manager can prioritize and track responses to all inquiries. The product, designed to operate in conjunction with Microlog's interactive communications platform, Intel™, or other existing Interactive Voice Response (IVR) systems, allows intelligent routing and can facilitate a conference or consultation with another agent, when necessary.

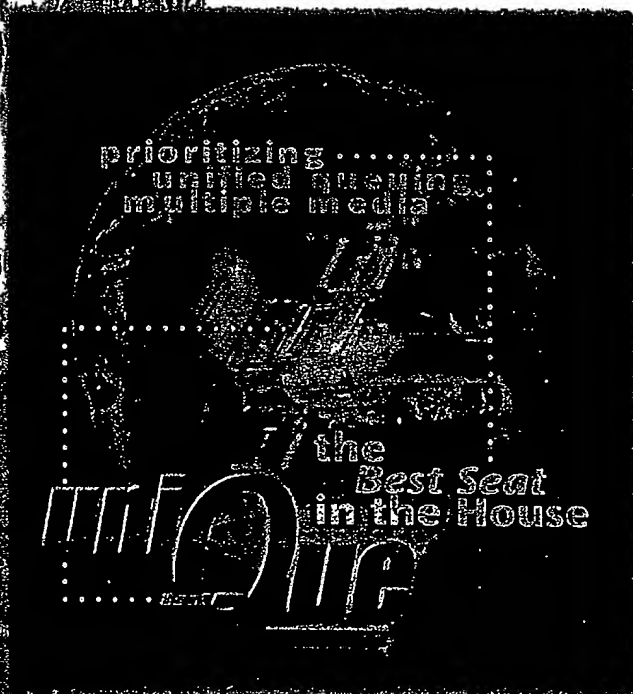
Agents can interact with the system over local or wide area networks. Any machine on the network can interact with the system using only a thin client. The software allows systems administrators to add more agents or monitor multiple sites, as well as observe call progress and statistics of calls in real-time.

Microlog's first implementation of uniQ<sup>ue</sup> Agent supports CT Connect™, an open CTI server from Dialogic Corporation, a long-time partner of Microlog. "We are excited about the launch of Microlog's uniQ<sup>ue</sup> Agent, and consider it a winner for both companies. This is one of the early adopter implementations of open Java client technology integrated with CT Connect that we've seen," says Howard Bubb, President of Dialogic Corporation.

"Microlog is committed to teaming with customers and business partners to facilitate the transition of call centers to full customer contact centers," said John Mears, Senior Vice President of

Product Development. "Our open approach allows customers to effectively manage the new media technologies while preserving investments in legacy systems. All this ultimately benefits our customers' customers — through improved responsiveness, satisfaction, and retention."

It is clear that uniQ<sup>ue</sup> Agent, with its openness and flexibility, sets the stage for continuous contact center innovation.



Microlog's booth was a big attraction at this '98 CT Demo and Expo.

